

North Carolina

CAP

Client Assistance Program



**Helping people with disabilities
understand and access
rehabilitation services**

“A Bridge Over Barriers”

CAP Mission Statement

To help maximize employment and independence opportunities for people with disabilities by providing advocacy, information and advice to individuals who are applying for or receiving services from North Carolina's Vocational Rehabilitation and Independent Living programs.



History and Implementation of Client Assistance Programs

Federal Origins 1920 - 1973

**Federal Rehabilitation Act of
1973: Major Reform**

**1984 Amendments: Mandated
Client Assistance Programs
nationwide**

Who does CAP serve?



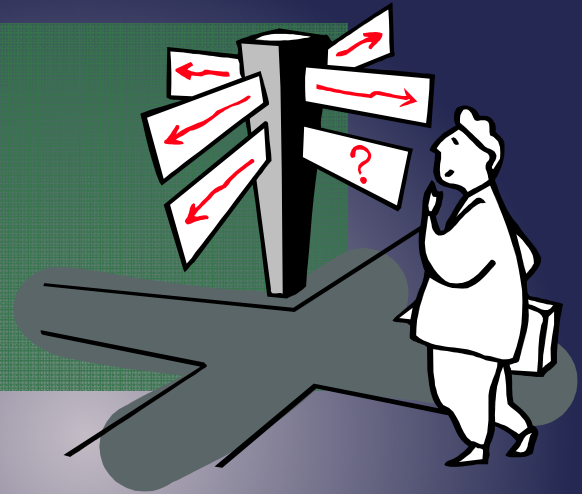
CAP serves applicants, clients, former clients, and those seeking the services of the:

- Division of Vocational Rehabilitation Services
- Division of Services for the Blind
- Independent Living Rehabilitation Programs
- Centers for Independent Living
- and all other rehabilitation programs that receive Federal monies through the Rehabilitation Act of 1973, as Amended

According to Federal regulations and VR policy, there are certain times that the public rehabilitation agencies are required to inform consumers about the Client Assistance Program:

- 1. At the time of Application,**
- 2. At the time the IPE is developed,**
- 3. When changes are made to the IPE that reduce, suspend or terminate a service (Amendment),**
- 4. When there is a disagreement or conflict between the agency and the consumer that is not easily resolved.**

Primary Services Provided by CAP



- Information and Referral
- Individual Case Advocacy
- Systems Advocacy

Information and Referral Services

- **Information about services and benefits available under the Rehabilitation Act**
- **How to access services**
- **Referral to other resources: 1986 Amendments**

Due Process

Steps the VR Agency & the individual who disputes a VR decision must follow when a disagreement occurs during the VR process.

CAP will always use good faith effort to resolve disputes using the *least* formal means possible.

Individual Case Advocacy Services

- Advisory/interpretational
- Negotiation
- Administrative Reviews (informal)
- Formal Appeal Procedures/Impartial (Fair) Hearings
- Legal Services (Judicial Actions)

Time frames are determined by law - Federal & State Statutes (10A NCAC 89B .200 & Title 34 DOE – 34CFR)

- 15 days for an Administrative Review from time of receipt
The client cannot request & the agency cannot schedule an AR by itself, it must also schedule an AH at the same time.
- The AR must be conducted by someone with no prior involvement in the case.
- 45 days for an Appeal Hearing from time of receipt
The agency can schedule an AH only
- Requests are made to the RD & the RD must provide CAP with a copy of the request to the COP & to CAP.

Systems Advocacy Services

Policy reviews

Identifying problems or trends

Recommending Changes

What types of concerns can CAP help resolve?

- **Eligibility issues**
- **Denial of services / Case Closure**
- **Delay in services**
- **Poor communication with staff**
- **Understanding policies and procedures**

You as a client have a **right** to.....

- Apply or reapply for rehabilitation services;
- Receive a timely decision on your eligibility for services based on a complete assessment of your disability;
- Receive an explanation in writing, should you be determined ineligible for services, indicating the reasons why you have been denied;
- Receive an explanation about services that may be available to you;
- Be a partner with your counselor in making informed choices for your rehabilitation plan;

- Be assured of complete confidentiality of your case record;
- Review your rehabilitation case record with a staff member present;
- Participate with your counselor in any decision to close your case;
- Appeal a decision with which you do not agree;
- Be informed of the Client Assistance Program;
- Be provided a form of communication appropriate to accommodate your disability.

Contact Information

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Director

Client Assistance Program

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